

Dear Mr. Ducey,

US Patriot Services is a privately held company, organized, owned equally and operated by two individuals one of whom is a disabled veteran of the United States Army who served in Viet Nam. Our company engages in the sale of burial caskets, primarily for veterans and their spouses, although anyone can buy our caskets. We offer no other services and all of our independent contractors are instructed as such.

I was not aware of any problem or complaint that the Spears family had with US Patriot Services until you contacted our company on June 14, 2013. The Spears family never contacted our company previous to you calling but on the same day of your phone call, Tammy Spears (daughter of Janice Spears) did leave me a message to call her. She stated that her mother and father wanted to cancel their contract. According to my conversation with you, Janice, John Jr. and Tammy Spears, Mr. & Mrs. Spears thought they were buying caskets and their entire funeral plan. Mr. & Mrs. Spears felt that the independent contractor representing our company misrepresented what they were actually buying, which were simply two caskets (with lifetime storage and delivery at time of need).

As stated above, our independent contractors (salespeople) are fully aware that we only sell caskets. We have no other services to offer. They sign contractual agreements which clearly state the full and complete line of products and services. We have never offered funeral plans. Any representations to the customer that are contrary to this, violates their employment agreement. As we do not tolerate any such misrepresentations, our relationship with the independent contractor involved in the dealings with the Spears was terminated immediately upon our knowledge of his actions.

The entire situation is unfortunate because if any of the family members had reached out to our company, I or any of our representatives would have resolved this misunderstanding immediately. Upon their purchase, I personally sent them a welcome package with my personal information to call me 24/7, as I do with all customers. After this incident, I personally spoke with Janice Spears at length. I apologized for any and all misunderstandings. I was so offended by the conduct of the independent contractor in question that I offered to donate the Veteran casket, completely free of charge, for Mr. Spears. To be fair to the independent contractor, I was not present during any of his supposed misrepresentations. But I must side with and protect our customers as our motto is "Veterans serving Veterans". They have nothing to gain in asking for a refund, so I tend to believe their account of what occurred rather than that of the independent contractor.

I immediately sent a release for Mrs. Spears to sign, releasing the caskets back to our company since they were technically her property at the time, refunded her down payment and the one payment paid on the caskets.

Our sales personnel are trained and supervised so that they in no way convey to the customer the impression that our company provides anything other than caskets (and the storage of the casket, and delivery upon request). U.S. Patriot Services can categorically state with 100% certainty that **any infraction that may have occurred was swiftly dealt with and corrected**. Our sales personnel have all had extensive training in the funeral/cemetery industry and deal with customers who represent a broad spectrum of our national society. Our customer base has a significant population of late, middle-aged and elderly veterans, which is why we impress on our independent contractors to be clear about what they are paying for. Every effort is made to inform and educate the veterans as to the specific product

they are purchasing, the services that are provided to them at national cemeteries and accompanying benefits if they qualify.

Now I would like to address the cost of our caskets. Our caskets are made in the USA and our Veterans do not wish to be buried in a casket manufactured overseas. Our company is in the business of retailing burial caskets. We purchase these specially designed caskets from the manufacturer at wholesale prices. After the sale, if the customer elects, their casket is stored at a fully insured warehouse for life. The warehouse delivers the casket whenever and wherever the customer desires. The storage and delivery are part of the price, so anyone who buys a casket from us can utilize this service without additional cost.

Our retail prices, which represent recovery of significant overhead costs due to the lifetime storage and delivery, are not so different from other enterprises that engage in retail sales. It is important to note that Mr. & Mrs. Spears had elected to finance, which is done with a third party finance company. Any increase in the cost of caskets due to financing has nothing to do with our company. All interest from any financing goes to the third party bank and we do not see a penny of that money. Taking that into consideration, the lifetime storage and delivery, and the quality of our merchandise, our prices are reasonable.